



QUALITY POLICY STATEMENT

The Awareness Centre (TAC) was founded in 2005 by Michaela McCarthy, Managing Director, and has developed into one of the leading providers of safe and confidential counselling and psychotherapy services to the local and wider community in London. The Awareness Centre is a limited company and a member of the British Association of Counselling and Psychotherapy (BACP).

It is a registered healthcare provider with more than 300 practitioners meeting the diverse mental health and wellbeing needs of our clients in London through face-to-face talking therapies within our low cost, NHS or private therapy services.

The Awareness Centre defines Quality as the provision of services which meet and/or exceed the expectations of stakeholders by clearly and correctly identifying their requirements and providing appropriate timely solutions.

The Awareness Centre:

- Recognises the need to define and maintain a set of quality standards in all aspects of performance to be successful, meeting the complete needs of all stakeholders, and achieve the highest levels of client satisfaction.
- Is committed to compliance with all relevant legislation and to maximise the effectiveness of the business through conformance with policies designed to drive the business and to achieve excellence.
- Is committed to regularly reviewing the service provision to ensure excellence across all services.
- Designs all policies and procedures to ensure stakeholder requirements are fully understood and able to be met.
- Provides a service with maximum positive impact and treatment success rate.
- Delivers CPD workshops and Counselling training to support psychotherapists, counsellors, clinical psychologists and psychologist's with their professional training needs.
- Ensures all quality management activities are planned to minimise and eliminate, where possible, errors and risk.
- Encourages stakeholders to provide objective and constructive feedback on the services provided.
- Sets meaningful quality objectives and performance targets (KPIs) to drive continuous improvement, constantly monitoring and reviewing performance and implementing lessons learnt and best practice.

The Awareness Centre conducts all business in compliance with this Quality Policy which is regularly reviewed to ensure Quality remains key to all of the services provided to stakeholders.